

4.1 Litter collection

Loose litter is collected and disposed of to ensure a tidy appearance, prevent injury from broken glass and other sharp items, reduce vermin activity, and reduce machinery damage. The standard service standard applies to most park areas that are visited or used regularly, particularly where there are playgrounds and barbecues. The premium service standard applies where a high level of use is experienced.

Loose litter includes (but is not limited to) paper, plastic, stones, bricks, bottles, glass, needles, cans, rubbish, loose refuse, plant debris, tree branches that can be lifted by 1 person and have a stem girth of less than 100mm, dead animal remains, organic or inorganic waste matter or any other material of a like nature.

Customer Outcomes

- Areas are tidy and free of litter and debris.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspection and collection	<ul style="list-style-type: none"> • Visual inspection for litter • All litter and other debris is collected and removed from site. 	<ul style="list-style-type: none"> • Daily 	<ul style="list-style-type: none"> • Weekly 	<ul style="list-style-type: none"> • Fortnightly 	<ul style="list-style-type: none"> • A clean and tidy appearance is maintained.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★	★★★	
Notification of excessive litter	<ul style="list-style-type: none"> • Illegal dumping and excess litter is reported for action. • All litter and other debris is collected and removed from site. 	<ul style="list-style-type: none"> • Immediate reporting • 4 hours for action 	<ul style="list-style-type: none"> • Immediate reporting • 24 hours for action 	<ul style="list-style-type: none"> • Immediate reporting • 72 hours for action 	<ul style="list-style-type: none"> • A clean and tidy appearance is maintained.

4.2 Litter bin servicing

Servicing of litter bins (including dog waste bins) includes emptying and ensuring they are maintained in a hygienic condition. Bins need to be emptied at a frequency that will prevent overflow. This means that bins that experience high use or receive large volumes of refuse will need to be serviced more often. The standard service standard applies to most park areas that are visited or used regularly. The premium service standard applies where a high level of use is experienced. Recoating, repainting and replacement of bins is covered under 6.1 Furniture and Structures.

Customer Outcomes

- Litter and dog waste bins are emptied before they overflow.
- Litter and dog waste bins are clean, tidy and free of odours.
- Litter and dog waste bins are safe and functional.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Monitoring	<ul style="list-style-type: none"> • Litter bins are monitored for litter levels. 	<ul style="list-style-type: none"> • At least daily 	<ul style="list-style-type: none"> • Daily during school holidays and special events • Twice weekly off peak 	<ul style="list-style-type: none"> • Weekly during school holidays and special events • Fortnightly off peak 	<ul style="list-style-type: none"> • Bins are not overflowing.
Collection	<ul style="list-style-type: none"> • Litter bins are emptied before they reach 80% capacity. • All refuse is removed and disposed of. • Any litter or refuse within 5m of the bin is collected. • Bin liners are used to prevent leakage and fouling of the inside of the bin. 	<ul style="list-style-type: none"> • At least daily 	<ul style="list-style-type: none"> • At least twice weekly 	<ul style="list-style-type: none"> • At least fortnightly 	<ul style="list-style-type: none"> • Bin surrounds are litter free. • Bin contents are not leaking from the bin.

Cleaning	<ul style="list-style-type: none"> Bins are returned to a clean and hygienic condition 	<ul style="list-style-type: none"> At least twice a year 	<ul style="list-style-type: none"> At least twice a year 	<ul style="list-style-type: none"> Twice a year 	<ul style="list-style-type: none"> Bins are clean and free of decomposing matter and odours.
Repairs and maintenance	<ul style="list-style-type: none"> Minor repairs and component replacements are carried out to keep bins safe, functional and fit for purpose 	<ul style="list-style-type: none"> 72 hours 	<ul style="list-style-type: none"> 1 week 	<ul style="list-style-type: none"> 1 month 	<ul style="list-style-type: none"> Bins are fully operational, safe and fit for use.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Notification of overflow	<ul style="list-style-type: none"> Bins are emptied and all litter and other debris is collected and removed from site. 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> Same working day 	<ul style="list-style-type: none"> 24 hours 	<ul style="list-style-type: none"> A clean and tidy appearance is maintained.
Graffiti and unscheduled cleaning	<ul style="list-style-type: none"> Graffiti is removed using an appropriate removal product, or by over-painting using matching paint, or by sanding off bare timber and reinstating coating where required. Gross contaminants are removed and the affected area cleaned. 	<ul style="list-style-type: none"> 24 hours Offensive graffiti and gross contaminants are removed within 4 hours 	<ul style="list-style-type: none"> 24 hours Offensive graffiti and gross contaminants are removed within 4 hours 	<ul style="list-style-type: none"> 72 hours Offensive graffiti and gross contaminants are removed within 4 hours 	<ul style="list-style-type: none"> No graffiti is present on bins

5.1 Playgrounds

Playground equipment is inspected and maintained to ensure that playgrounds continue to be safe, attractive and functional. Playground inspections and maintenance should be carried out in accordance with the requirements of NZS 5828:2015. Playgrounds that have a very high level of use or significance will demand a premium service standard which may be higher than required by NZS 5828:2015. The standard service standard is suitable for playgrounds that have a moderate level of use or significance.

Customer Outcomes

- Playgrounds are safe, attractive, and operational.
- Playground are clean and free of litter and graffiti



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspections	<ul style="list-style-type: none"> • Routine visual inspections are undertaken to identify obvious hazards resulting from litter, vandalism, use or weather conditions. • Detailed inspections are carried out by a suitably qualified playground inspector to identify safety and compliance issues and recommend future maintenance actions. • All inspections are electronically documented. • Inspection forms are consistent with the requirements of NZS5828:2015 or subsequent standard. 	<ul style="list-style-type: none"> • Daily • Annually 	<ul style="list-style-type: none"> • Weekly • 2 yearly 	<ul style="list-style-type: none"> • Fortnightly • At least 3 yearly (2 yearly in geothermal or coastal environments) 	<ul style="list-style-type: none"> • Play equipment is safe with all hazards and equipment issues identified and mitigated.

Operational maintenance	<ul style="list-style-type: none"> Operational maintenance is undertaken to check the operation, functionality and stability of the equipment, especially wear and tear associated with moving parts. Minor repairs and component replacements are carried out to keep playgrounds safe and functional. 	<ul style="list-style-type: none"> Monthly 48 hours 	<ul style="list-style-type: none"> Monthly 72 hours 	<ul style="list-style-type: none"> Quarterly 1 week 	<ul style="list-style-type: none"> Play equipment is safe, functional and well maintained
Ground surface maintenance	<ul style="list-style-type: none"> All litter and other foreign objects are removed from the play area and disposed of. Loose soft fall material is redistributed to fill hollows and scuffed areas. Loose soft fall material is topped up to ensure that depth in fall zones complies. Synthetic turf is cleaned and groomed. Timber edges (where present) are maintained in a safe and sound condition with no displaced, split or broken timber, or deteriorated wood with splinters or protruding nails. 	<ul style="list-style-type: none"> Daily 2 to 3 times a week 6 monthly top-up of loose soft fall. Annual grooming of synthetic turf 	<ul style="list-style-type: none"> Weekly Weekly Annual top-up of loose soft fall. 2 yearly grooming of synthetic turf 	<ul style="list-style-type: none"> Weekly Monthly 2 yearly top-up of loose soft fall. 	<ul style="list-style-type: none"> Playground area is free of litter and hazardous items. Loose soft fall material is an even and complying depth in impact areas.
Paint coatings	<ul style="list-style-type: none"> Painted and stained surfaces are recoated using an approved product so that the finish is free of flaking or chipped paint, rust or discolouration. 	<ul style="list-style-type: none"> 3 to 5 yearly to maintain a high-quality finish 	<ul style="list-style-type: none"> 6 to 10 yearly depending on condition 	<ul style="list-style-type: none"> 6 to 10 yearly depending on condition 	<ul style="list-style-type: none"> Playgrounds are well presented and visually pleasing.
Cleaning	<ul style="list-style-type: none"> Moss, lichen, weeds, algae and other surface contaminants that may affect playground use, safety, asset life and performance are removed. 	<ul style="list-style-type: none"> Annually 	<ul style="list-style-type: none"> 2 yearly 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> The safe use and performance of playgrounds is not significantly affected by surface contamination.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures
		★★★★★	★★★★★	★★★	Customer Outcomes are met when:

Hazards	<ul style="list-style-type: none"> Hazards caused by foreign objects, or damage or deterioration of components are isolated or removed if repairs can't be carried out immediately. 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> Hazards have been isolated or removed.
Repairs and replacements	<ul style="list-style-type: none"> Repairs that require specialist parts or materials or are greater than "minor" in scope, shall be undertaken using approved parts and materials and in accordance with manufacturer instructions and to a high quality of workmanship For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible. 	<ul style="list-style-type: none"> 1 week 24 hours 	<ul style="list-style-type: none"> 2 weeks 48 hours 	<ul style="list-style-type: none"> 2 weeks 48 hours 	<ul style="list-style-type: none"> Equipment is maintained in effective working and structural condition Disruptions to users are minimised
Graffiti and unscheduled cleaning	<ul style="list-style-type: none"> Graffiti is removed using an appropriate removal product, or by over-painting using matching paint, or by sanding off bare timber and reinstating coating where required. Gross contaminants are removed and the affected area cleaned. 	<ul style="list-style-type: none"> 24 hours Offensive graffiti and gross contaminants are removed within 4 hours 	<ul style="list-style-type: none"> 24 hours Offensive graffiti and gross contaminants are removed within 4 hours 	<ul style="list-style-type: none"> 72 hours Offensive graffiti and gross contaminants are removed within 4 hours 	<ul style="list-style-type: none"> No graffiti is present on playgrounds

5.2 Youth parks

Youth parks are areas designed and developed specifically for the use of young people from 15 to 24, although they may be used by younger or older age groups. Youth parks include facilities such as skate parks, pump tracks, dirt jump parks and basketball half courts. Youth parks are inspected and maintained to ensure that they continue to be safe, attractive (to their users) and functional. Graffiti may be acceptable where it is part of the character of the facility and doesn't detract from the use of the facility or have an adverse effect beyond the site.

Customer Outcomes

- Youth parks are safe and functional.
- Youth parks are clean and free of litter.
- Graffiti is kept to a minimum.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspections	<ul style="list-style-type: none"> • Routine visual inspections are undertaken to identify obvious hazards resulting from litter, vandalism, use or weather conditions. 	<ul style="list-style-type: none"> • Daily 	<ul style="list-style-type: none"> • Weekly 	<ul style="list-style-type: none"> • Weekly 	<ul style="list-style-type: none"> • Youth parks are safe and functional.
Operational maintenance	<ul style="list-style-type: none"> • All litter and other foreign objects are removed and disposed of. • Operational maintenance is undertaken to check the operation, functionality and stability of the equipment, especially wear and tear associated with moving parts. • Minor repairs and component replacements are carried out to keep youth parks safe and functional. 	<ul style="list-style-type: none"> • Daily • Monthly • 48 hours 	<ul style="list-style-type: none"> • Weekly • Monthly • 72 hours 	<ul style="list-style-type: none"> • Weekly • Quarterly • 1 week 	<ul style="list-style-type: none"> • Park area is free of litter and hazardous items. • Equipment and surfaces are safe, functional and well maintained.

Cleaning	<ul style="list-style-type: none"> Moss, lichen, algae and other surface contaminants that may affect facility use, asset life, safety and performance are removed. 	<ul style="list-style-type: none"> Annually 	<ul style="list-style-type: none"> 2 yearly 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> The use and performance of youth parks is not significantly affected by surface contamination.
Painted surfaces	<ul style="list-style-type: none"> Painted or stained timber is recoated using an approved product so that the finish is free of flaking or chipped paint, rust or discolouration. 	<ul style="list-style-type: none"> 3 to 5 yearly depending on condition 	<ul style="list-style-type: none"> 6 to 10 yearly depending on condition 	<ul style="list-style-type: none"> 6 to 10 yearly depending on condition 	<ul style="list-style-type: none"> Youth parks are well presented and visually pleasing.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★	★★★	
Hazards	<ul style="list-style-type: none"> Hazards caused by damage or deterioration of components are isolated or removed if repairs can't be carried out immediately. 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> Hazards have been isolated or removed.
Repairs and replacements	<ul style="list-style-type: none"> Repairs that require specialist parts or materials or are greater than "minor" in scope, shall be undertaken using approved parts and materials and in accordance with manufacturer instructions and to a high quality of workmanship For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible. 	<ul style="list-style-type: none"> 1 week 24 hours 	<ul style="list-style-type: none"> 2 weeks 24 hours 	<ul style="list-style-type: none"> 2 weeks 24 hours 	<ul style="list-style-type: none"> Equipment is maintained in effective working and structural condition Disruptions to users are minimised
Graffiti and unscheduled cleaning	<ul style="list-style-type: none"> Graffiti is removed using an appropriate removal product, or by over-painting using matching paint, or by sanding off bare timber and reinstating coating where required. Gross contaminants are removed and the affected area cleaned. 	<ul style="list-style-type: none"> 24 hours Offensive graffiti and gross contaminants are removed within 4 hours 	<ul style="list-style-type: none"> 24 hours Offensive graffiti and gross contaminants are removed within 4 hours 	<ul style="list-style-type: none"> 72 hours Offensive graffiti and gross contaminants are removed within 4 hours 	<ul style="list-style-type: none"> Graffiti does not unreasonably detract from the use, functionality or safety of the youth park. Graffiti doesn't have an adverse impact beyond the site.

Screenshot

5.3 Outdoor exercise equipment

Outdoor exercise equipment is installed to provide opportunities in parks and open spaces for exercise and fitness activity in a safe, enjoyable environment. Outdoor exercise equipment may be provided in nodes alongside paths, or close to other destinations such as playgrounds. Outdoor exercise equipment includes machines with moving parts, stationary items and simple fitness trails.

Customer Outcomes

- Exercise equipment is safe, attractive and operational.
- Exercise equipment areas are clean and free of litter and graffiti.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspections	<ul style="list-style-type: none"> • Routine visual inspections are undertaken to identify obvious hazards resulting from litter, wear, vandalism, use or weather conditions. • All litter and other foreign objects are removed and disposed of. 	<ul style="list-style-type: none"> • Daily 	<ul style="list-style-type: none"> • Weekly 	<ul style="list-style-type: none"> • Fortnightly 	<ul style="list-style-type: none"> • Equipment is safe with all hazards and equipment issues identified and mitigated. • Equipment area is free of litter and hazardous items.
Operational maintenance	<ul style="list-style-type: none"> • Operational maintenance is undertaken to check the operation, functionality and stability of the equipment, especially wear and tear associated with moving parts. • Minor repairs and component replacements are carried out to keep equipment safe and functional. 	<ul style="list-style-type: none"> • Monthly • 48 hours 	<ul style="list-style-type: none"> • Monthly • 72 hours 	<ul style="list-style-type: none"> • Quarterly • 1 week 	<ul style="list-style-type: none"> • Equipment is safe, functional and well maintained.

Paint coatings	<ul style="list-style-type: none"> Painted surfaces are recoated using an approved product so that the finish is free of flaking or chipped paint, rust or discolouration. 	<ul style="list-style-type: none"> 3 to 5 yearly to maintain a high quality finish 	<ul style="list-style-type: none"> 6 to 10 yearly depending on condition 	<ul style="list-style-type: none"> 6 to 10 yearly depending on condition 	<ul style="list-style-type: none"> Exercise equipment is well presented and visually pleasing.
Cleaning	<ul style="list-style-type: none"> Moss, lichen, algae and other surface contaminants that may affect facility use, asset life, safety and performance are removed. 	<ul style="list-style-type: none"> Annually 	<ul style="list-style-type: none"> 2 yearly 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> The use and performance of equipment is not significantly affected by surface contamination.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★	★★★	
Hazards	<ul style="list-style-type: none"> Hazards caused by damage or deterioration of equipment are isolated or removed if repairs can't be carried out immediately. 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> Hazards have been isolated or removed.
Repairs and replacements	<ul style="list-style-type: none"> Repairs that require specialist parts or materials or are greater than "minor" in scope, shall be undertaken using approved parts and materials and in accordance with manufacturer instructions and to a high quality of workmanship For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible. 	<ul style="list-style-type: none"> 1 week 24 hours 	<ul style="list-style-type: none"> 2 weeks 48 hours 	<ul style="list-style-type: none"> 2 weeks 48 hours 	<ul style="list-style-type: none"> Equipment is maintained in effective working and structural condition. Disruptions to users are minimised
Graffiti	<ul style="list-style-type: none"> Graffiti is removed using an appropriate removal product. 	<ul style="list-style-type: none"> 24 hours 4 hours for offensive graffiti 	<ul style="list-style-type: none"> 24 hours 4 hours for offensive graffiti 	<ul style="list-style-type: none"> 72 hours 4 hours for offensive graffiti 	<ul style="list-style-type: none"> No graffiti is present on outdoor exercise equipment.

5.4 Water play parks

A water play park is a water themed play area that allows children and adults to interact with water. They can include interactive water features, zero depth splash pads, water channels, hand pumps, shallow pools, lighting, music and sculpture. A water play park is predominantly themed around water play.

A zero-depth splash pad typically has ground nozzles and showers that spray water upwards from the non-slip surface, or down from an elevated nozzle. The raindeck has no standing water, eliminating the need for lifeguards. Showers and ground nozzles are typically controlled by motion sensors to run for a limited time. Water drains quickly and is either recirculated or continually drawn from a fresh supply. Service levels reflect use and significance. There is no basic service level for water play parks.



Customer Outcomes

- Water play parks are safe, operational and attractive
- Water play parks are clean and free of litter and graffiti

Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspection	<ul style="list-style-type: none"> • Water play parks are visually checked for functionality and cleanliness, and to identify obvious hazards from litter and vandalism. • Operational inspections are undertaken to check the operation and stability of the equipment, especially wear and tear. • Specialist plumbing and electrical systems are inspected by a person competent to undertake the inspection. 	<ul style="list-style-type: none"> • Daily during use • Monthly • Annual inspection of specialist systems 	<ul style="list-style-type: none"> • Weekly during use • Monthly • Annual inspection of specialist systems 	<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • Water play parks are safe with all hazards and equipment issues identified and mitigated.

	<ul style="list-style-type: none"> Record and report system failures and specialist maintenance requirements. 				
Operation	<ul style="list-style-type: none"> All litter and other foreign objects are removed from the area and disposed of. Where water restrictions are in place, permission is sought for continued operation. 	<ul style="list-style-type: none"> At least daily during operation 	<ul style="list-style-type: none"> At least weekly during operation 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Water play park area is free of litter and hazardous items. Water play park is functional and well maintained Water is used efficiently with minimal wastage
Cleaning and regular maintenance	<ul style="list-style-type: none"> Moss, lichen, algae and other surface or water contaminants that affect asset life, safety, appearance and performance are removed. Filters (where present) are checked and serviced in accordance with supplier's recommendations and/or standard operating procedures for plant. Minor repairs and component replacements are carried out to keep equipment and fittings and mechanical systems safe and functional. 	<ul style="list-style-type: none"> Monthly clean or as required to keep water play park clean, attractive and safe. 	<ul style="list-style-type: none"> As required to keep water play park clean, attractive and safe. 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Water play parks are clean, safe and attractive
Surface coatings	<ul style="list-style-type: none"> Painted surfaces are recoated using an approved product so that the finish is free of flaking or chipped paint, rust or discolouration. 	<ul style="list-style-type: none"> 3 to 5 yearly to maintain a high-quality finish 	<ul style="list-style-type: none"> 6 to 10 yearly depending on condition 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Water play parks are well presented and visually pleasing.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Hazards	<ul style="list-style-type: none"> Hazards caused by foreign objects, or damage or deterioration of components are isolated or removed if repairs can't be carried out immediately. 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Hazards have been isolated or removed.
Repair	<ul style="list-style-type: none"> Repairs that require specialist parts or materials or are greater than "minor" in scope, shall be 	<ul style="list-style-type: none"> 72 hours 	<ul style="list-style-type: none"> 1 week 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Water features are fully operational. Disruptions to users are minimised

	<p>undertaken using approved parts and materials and in accordance with manufacturer instructions and to a high quality of workmanship</p> <ul style="list-style-type: none"> For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible. 	<ul style="list-style-type: none"> 24 hours 	<ul style="list-style-type: none"> 24 hours 	<ul style="list-style-type: none"> NA 	
Graffiti and unscheduled cleaning	<ul style="list-style-type: none"> Graffiti is removed using an appropriate removal product. Gross contaminants are removed and the affected area cleaned and disinfected, and filters decontaminated. 	<ul style="list-style-type: none"> 24 hours Offensive graffiti and gross contaminants are removed within 4 hours 	<ul style="list-style-type: none"> 24 hours Offensive graffiti and gross contaminants are removed within 4 hours 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> No graffiti is present on water play parks.

6.1 Furniture and structures

Typical parks furniture and structures include (but are not limited to) seats, tables, benches, signs, fences, gates, retaining walls, barriers, bollards, drinking fountains, public art, amenity and sports lighting, rubbish bins, flag poles, water tanks, shelters, shade structures and gazebos.

Structures include **outdoor visitor structures** as defined in SNZ HB 8630:2004 (viewing platforms, bridges, boardwalks, stairways, ramps, handrails etc).

Critical structures include:

- High risk structures (SNZ HB 8630:2004) involving potential for serious falls;
- Structures that have the potential to cause serious harm or death on failure;
- Furniture and structures with high cultural and heritage significance.

Customer Outcomes

- Parks furniture and structures are safe, functional and presented in a condition that is suitable for their intended use and service standard.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspection	<ul style="list-style-type: none"> • Parks furniture and structures are visually checked during routine operations for vandalism, graffiti, theft, damage, safety, cleanliness and functionality. • Specialist plumbing and electrical systems are inspected by a person competent to undertake the inspection. • Record and report system failures and specialist maintenance requirements. 	<ul style="list-style-type: none"> • Monthly • Annual inspection of specialist systems 	<ul style="list-style-type: none"> • 6-monthly • Annual inspection of specialist systems 	<ul style="list-style-type: none"> • Annually 	<ul style="list-style-type: none"> • Hazards and disruptions to service from unrecognised faults are minimised.

Cleaning	<ul style="list-style-type: none"> • Moss, lichen, algae and other surface contaminants (such as food scraps, faeces etc) that may affect health, asset life, use and performance are removed. 	<ul style="list-style-type: none"> • Interpretation signs, drinking fountains, seats and tables weekly • Other assets 1 to 2 times annually 	<ul style="list-style-type: none"> • Drinking fountains weekly • Other assets 1 to 3 yearly 	<ul style="list-style-type: none"> • As required or identified by inspection 	<ul style="list-style-type: none"> • The safe and pleasant use, performance and expected life of furniture and structures is not significantly affected by moss, lichen, algae and other surface contamination.
Surface coatings	<ul style="list-style-type: none"> • Painted or coated surfaces are maintained using an approved product so that surface rust, discolouration and paint deterioration is minimised and asset life is maximised. • Furniture is free of flaking or chipped paint, rust or discolouration • Integrity of surface finish is maintained • Rust free finish 	<ul style="list-style-type: none"> • 1 to 3 yearly for oiled timber • 3 to 5 yearly for paintwork 	<ul style="list-style-type: none"> • 5 to 10 yearly depending on condition 	<ul style="list-style-type: none"> • As required or identified by inspection 	<ul style="list-style-type: none"> • Furniture and structures are well presented and visually pleasing. • Asset life is maximised by maintenance of protective coatings.
Repairs and maintenance	<ul style="list-style-type: none"> • Minor repairs and component replacements are carried out to keep furniture and structures safe and functional and fit for purpose 	<ul style="list-style-type: none"> • 72 hours 	<ul style="list-style-type: none"> • 1 week 	<ul style="list-style-type: none"> • 1 month 	<ul style="list-style-type: none"> • Furniture and structures are fully operational, safe and fit for use.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Repair	<ul style="list-style-type: none"> • For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible. 	<ul style="list-style-type: none"> • 24 hours 	<ul style="list-style-type: none"> • 1 week 	<ul style="list-style-type: none"> • 1 week 	<ul style="list-style-type: none"> • Required repairs notified to Asset Manager within response times • Hazards have been removed or isolated if repairs cannot be carried out immediately.
Hazards	<ul style="list-style-type: none"> • Hazards caused by damage or deterioration of furniture and structures are isolated or removed. 	<ul style="list-style-type: none"> • Immediate 	<ul style="list-style-type: none"> • Immediate 	<ul style="list-style-type: none"> • Immediate 	

Graffiti	<ul style="list-style-type: none"> Graffiti is removed using an appropriate removal product, or by over-painting using matching paint, or by sanding off timber and reinstating coating where required. 	<ul style="list-style-type: none"> 24 hours 4 hours for offensive graffiti 	<ul style="list-style-type: none"> 72 hours 4 hours for offensive graffiti 	<ul style="list-style-type: none"> 72 hours 4 hours for offensive graffiti 	<ul style="list-style-type: none"> No graffiti is present on furniture and structures.
Structural assessment	<ul style="list-style-type: none"> Critical structures are inspected by a competent structural engineer. 	<ul style="list-style-type: none"> Three to six yearly 	<ul style="list-style-type: none"> Six yearly 	<ul style="list-style-type: none"> Six yearly 	<ul style="list-style-type: none"> Critical structures have been inspected and a report prepared identifying any structural issues.
Condition assessment	<ul style="list-style-type: none"> Furniture and structures are inspected for condition and structural integrity by a person competent to undertake the inspection. 	<ul style="list-style-type: none"> Two to three yearly 	<ul style="list-style-type: none"> Three yearly 	<ul style="list-style-type: none"> Three yearly 	<ul style="list-style-type: none"> Furniture and structures have been inspected and reported.

6.2 Barbecues

Barbecues are provided to enhance social and cultural activities by providing the means to cook food. Once provided, barbecues must be maintained to a hygienic and functional standard irrespective of the category of parks. There is only one service standard for barbecues.

Customer Outcomes

- Barbecues are clean, safe and operational.



Scheduled operations	Best Practice Principles	Service Level Indicators ★★★★★	Performance Assessment measures Customer Outcomes are met when:
Inspection	<ul style="list-style-type: none"> • Barbecues are tested during cleaning to ensure they are undamaged and functioning correctly. • Fat trays and gas bottles are checked. • Taps and drains are checked regularly. • Barbecues are tested to ensure they reach a safe and effective cooking temperature (250°C) 	<ul style="list-style-type: none"> • At least twice weekly (before and after weekends and public holidays) • Annual testing of cooking temp in spring 	<ul style="list-style-type: none"> • Disruptions to service from unrecognised faults are minimised. • Barbecues are operating at a safe, effective temperature.
Operation	<ul style="list-style-type: none"> • Minor repairs and maintenance are carried out to keep barbecue functional • Gas bottles are refilled as required to prevent service disruption (where applicable). • Coins are removed and secured to minimise damage and loss. 	<ul style="list-style-type: none"> • As indicated from inspections 	<ul style="list-style-type: none"> • Barbecues are operational. • Coins are returned securely to the asset owner (where collected) • Taps are functional and drains clear.

Cleaning	<ul style="list-style-type: none"> • Barbecue plates are cleaned in accordance with supplier's recommendations. • Food preparation surfaces and tables within the barbecue areas are cleaned. • Litter and refuse is collected from around the barbecue area and removed from site. • Fat trays are emptied before they are half full, and all waste material is removed from site. 	<ul style="list-style-type: none"> • During daylight saving hours at least twice weekly before and after weekends and public holidays • As required during winter to restore area to a clean state 	<ul style="list-style-type: none"> • Barbecue plates and food preparation surfaces are clean and tidy. • Tables and barbecues areas are clean and tidy. • Fat trays are not overflowing. • There are no unpleasant odours from the barbecue. • Safety signage is clean and legible.
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Unscheduled operations	Best Practice Principles	Response times	Performance Assessment measures Customer Outcomes are met when:
Repair	<ul style="list-style-type: none"> • Any equipment that is damaged, broken, inoperable, otherwise requiring repair, or unsafe is repaired. • For repairs that requires specialist contractors or major component replacement, the Asset Manager is advised of the nature of the issue immediately so that repairs can be actioned as soon as possible 	<ul style="list-style-type: none"> • 72 hours from notice 	<ul style="list-style-type: none"> • Barbecues are safe and functional.
Hazards	<ul style="list-style-type: none"> • Hazards caused by damage or deterioration of barbecues are isolated or removed. 	<ul style="list-style-type: none"> • Immediate 	
Graffiti	<ul style="list-style-type: none"> • Graffiti is removed using an appropriate removal product, or by over-painting using matching paint, or by sanding off bare timber and reinstating coating where required. 	<ul style="list-style-type: none"> • 48 hours • 4 hours for offensive graffiti 	<ul style="list-style-type: none"> • No graffiti is present on barbecues.

6.3 Irrigation systems

Irrigation systems are installed to provide regular and reliable water to gardens, sports fields, hanging baskets, trees and other growing assets. Irrigation systems require regular inspection, testing and maintenance to ensure they function correctly and supply the required volume of water to the plants when required. The premium standard of Irrigation systems may incorporate electronic sensors, timers and controls to allow automation of operation according to weather conditions and time of day. Standard systems may be relatively simple manually operated systems that rely on operator control. There is no basic standard for irrigation.

Customer Outcomes

- Plants are growing strongly and are not affected by moisture stress.
- Water is used efficiently with minimal wastage.
- Timing of irrigation has minimal inconvenience to park users.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspection and testing	<ul style="list-style-type: none"> • Obvious leaks are detected. • Sprinkler heads are checked for correct rotation and water coverage. • System failures and specialist maintenance requirements are recorded and reported. 	<ul style="list-style-type: none"> • 6-monthly testing in September and March 	<ul style="list-style-type: none"> • Annual testing prior to the summer season 	<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • Plant health is not adversely affected by undiagnosed faults in the irrigation system.
Operation	<ul style="list-style-type: none"> • Irrigation is used where available to maintain soil moisture at a level that promotes optimum plant health and performance. • Where water restrictions are in place, permission is sought for continued operation. 	<ul style="list-style-type: none"> • As required to promote healthy growth 	<ul style="list-style-type: none"> • As required to promote healthy growth 	<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • Lack of water does not adversely affect plant health and performance • Water is used efficiently with minimal over-spray. • Irrigation operation does not unreasonably inconvenience park users

Regular maintenance	<ul style="list-style-type: none"> Minor repairs and component replacements e.g. replace worn and damaged sprinkler heads, split pipes etc. Clean main filter in irrigation control box to allow effective water flow. Set irrigation programmes according to local climatic and soil conditions. Change back-up batteries in controllers. Irrigations systems are drained for winter in cold areas to prevent damage. 	<ul style="list-style-type: none"> 48 hours At least twice annually As required for local conditions Annual Annually in autumn 	<ul style="list-style-type: none"> 1 week At least twice annually As required for local conditions Annual Annually in autumn 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Irrigation systems are functioning effectively.
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Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Repair	<ul style="list-style-type: none"> For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible. 	<ul style="list-style-type: none"> 24 hours 	<ul style="list-style-type: none"> 1 week 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Irrigation systems are fully operational.

6.4 Water features

Water features includes ornamental ponds, pools, fountains, cascades, artificial streams and similar assets. Interactive water features or water play parks that have been designed and constructed specifically for play are included under 5.4 Water play parks.

Many older water features have high heritage significance due to their age or connection with specific events and people. Basic water features are very simple and rely on a constant gravity fed supply of fresh natural or reticulated water. More sophisticated water features may include pumps, power supply, filtration, timers and decorative lighting.

Customer Outcomes

- Water features are operational and attractive
- Water features are clean and free of litter, algae and weed growth



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspection	<ul style="list-style-type: none"> • Water features are visually checked for functionality and cleanliness. • Specialist plumbing and electrical systems are inspected by a person competent to undertake the inspection. • Record and report system failures and specialist maintenance requirements. 	<ul style="list-style-type: none"> • Daily visual check for functionality and cleanliness • Annual inspection of specialist systems 	<ul style="list-style-type: none"> • Weekly visual check for functionality and cleanliness • Annual inspection of specialist systems 	<ul style="list-style-type: none"> • Monthly visual check for functionality and cleanliness 	<ul style="list-style-type: none"> • Water features are fully operational
Operation	<ul style="list-style-type: none"> • Manual operation (where required) of water features (valves, pumps etc) is carried out so that water features are operational during agreed periods e.g. every day, or during summer months 	<ul style="list-style-type: none"> • Daily 	<ul style="list-style-type: none"> • Daily during period of operation 	<ul style="list-style-type: none"> • As required during period of operation 	<ul style="list-style-type: none"> • Water features are in operation during the agreed operational period • Water is used efficiently with minimal wastage

	<ul style="list-style-type: none"> Where water restrictions are in place, permission is sought for continued operation. 				
Cleaning and regular maintenance	<ul style="list-style-type: none"> Moss, lichen, algae and other surface or water contaminants that affect asset life, safety, appearance and performance are removed. Minor repairs are carried out where possible to ensure continuation of service. Filters are checked and serviced in accordance with supplier's recommendations 	<ul style="list-style-type: none"> Monthly clean or as required to keep water feature clean, attractive and safe. 48 hours response time for minor repairs 	<ul style="list-style-type: none"> As required to keep water feature clean, attractive and safe. 	<ul style="list-style-type: none"> As required to prevent build-up of contaminants 	<ul style="list-style-type: none"> Water features are clean, safe and attractive with no litter.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Repair	<ul style="list-style-type: none"> For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible. 	<ul style="list-style-type: none"> 24 hours 	<ul style="list-style-type: none"> 24 hours 	<ul style="list-style-type: none"> 24 hours 	<ul style="list-style-type: none"> Water features are fully operational.
Graffiti and unscheduled cleaning	<ul style="list-style-type: none"> Graffiti is removed using an appropriate removal product, or by over-painting using matching paint, or by sanding off bare timber and reinstating coating where required. Gross contaminants are removed and the affected area cleaned. 	<ul style="list-style-type: none"> 24 hours Offensive graffiti and gross contaminants are removed within 4 hours 	<ul style="list-style-type: none"> 24 hours Offensive graffiti and gross contaminants are removed within 4 hours 	<ul style="list-style-type: none"> 72 hours Offensive graffiti and gross contaminants are removed within 4 hours 	<ul style="list-style-type: none"> No graffiti is present on water features.

8.1 Sealed paths and cycle trails

Sealed paths and cycle trails are classified into three maintenance standards. Sealed cycle trails will generally be shared use paths. Sealed paths have a durable hard surface such as concrete, asphaltic concrete (AC) or smooth pavers. The premium service is generally used for high use, high profile paths and cycle trails and those in premier parks. The standard service level is appropriate for moderately used sealed paths and cycle trails. The basic service level can be applied where paths get less use but still require a basic level of maintenance. Where disability and cycle access is available, maintenance standards need to support this use. For structures associated with paths and cycle trails, see 6.1 Furniture and Structures.

Customer Outcomes

- Sealed paths and cycle trails are safe and comfortable to walk and cycle on, and suitable for their intended use and service standard.
- Sealed paths and cycle trails are free of debris and vegetation.
- Drainage is maintained so that sealed paths and cycle trails can be safely used in wet weather.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspection and reporting	<ul style="list-style-type: none"> • Sealed paths and cycle trails are inspected and defects noted for repair. • For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the issue so that repairs can be scheduled for action. 	<ul style="list-style-type: none"> • Monthly inspection • Report within 1 week of inspection 	<ul style="list-style-type: none"> • Twice annual inspection • Report within 1 month of inspection 	<ul style="list-style-type: none"> • Annual inspection • Report within 1 month of inspection 	<ul style="list-style-type: none"> • Defects are reported within specified timeframes.

Surface maintenance	<ul style="list-style-type: none"> • Hard surfaces are swept to remove gravel, broken glass and other debris that may affect use. • Loose and displaced pavers are lifted and relaid. 	<ul style="list-style-type: none"> • Very even, smooth surface • Surfaces are swept clear of surface debris at least monthly. 	<ul style="list-style-type: none"> • Surfaces are swept clear of surface debris as required e.g. following a storm event. 	<ul style="list-style-type: none"> • Surface debris is cleared as required. 	<ul style="list-style-type: none"> • The surface of sealed paths and cycle trails is smooth, even, safe and suitable for the intended use and service standard. • Disability access is not compromised by surface conditions.
Steps	<ul style="list-style-type: none"> • In-ground steps are checked regularly and any displacement, damage or wear of materials is repaired. 	<ul style="list-style-type: none"> • Check for damage or displacement monthly and repair as required. 	<ul style="list-style-type: none"> • Check for damage or displacement twice annually and repair as required. 	<ul style="list-style-type: none"> • Check for damage or displacement annually and repair as required. 	<ul style="list-style-type: none"> • Handrails are stable and secure. • In-ground steps are safe and functional with no hazards. • Tread material is level with the top of tread risers.
Drainage	<ul style="list-style-type: none"> • Drainage systems are maintained to prevent inundation and surface debris. 	<ul style="list-style-type: none"> • Drainage systems are checked and cleared monthly. 	<ul style="list-style-type: none"> • Drainage systems are checked and cleared twice annually. 	<ul style="list-style-type: none"> • Drainage systems are checked and cleared annually. 	<ul style="list-style-type: none"> • Drainage systems are functioning as intended. • Sealed paths and cycle trails can be safely used in wet weather.
Vegetation	<ul style="list-style-type: none"> • Paths and trails are kept clear of encroaching and surface vegetation. 	<ul style="list-style-type: none"> • No surface vegetation. • Grass doesn't encroach more than 25mm over edge of hard surfaces. • Algae and moss is cleaned from paths to prevent them becoming slippery. 	<ul style="list-style-type: none"> • No surface vegetation. • Grass doesn't encroach more than 50mm over edges of hard surfaces. 	<ul style="list-style-type: none"> • Weed growth in surface is controlled annually. • Grass doesn't encroach more than 100mm over edges of hard surfaces. 	<ul style="list-style-type: none"> • The safety and performance of paths and cycle trails is not adversely affected by vegetation growth. • Users have clear passage and an unimpeded view of the surface. • Overhanging vegetation is trimmed to at least 2.5m above the surface, and all debris removed. • The safety and appearance of premium paths and trails is not adversely affected by algae and moss growth.
Surface Signage	<ul style="list-style-type: none"> • Surface markings and messages on hard surfaces are repainted as required to keep them fresh and readable. 	<ul style="list-style-type: none"> • Underlying surface should not be visible through paintwork. 	<ul style="list-style-type: none"> • Some underlying surface may be visible but painted markings and message are still clear. 	<ul style="list-style-type: none"> • Some underlying surface may be visible but painted markings and message are still clear. 	<ul style="list-style-type: none"> • Surface markings and messages are clear, well presented and easy to read.

Unscheduled operations	Best Practice Principles	★★★★★	Response times ★★★★★	★★★	Performance Assessment measures: Customer Outcomes are met when:
Repairs and maintenance	<ul style="list-style-type: none"> Repairs to hard surfaces (e.g. potholes, missing tiles or pavers, cracking and lifting of concrete or AC, erosion damage etc). 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> Sealed path and cycle trail surfaces are in good safe condition.
Graffiti	<ul style="list-style-type: none"> Graffiti is removed from hard surfaces using an appropriate removal product or method. 	<ul style="list-style-type: none"> 24 hours 4 hours for offensive graffiti 	<ul style="list-style-type: none"> 72 hours 4 hours for offensive graffiti 	<ul style="list-style-type: none"> 1 week 4 hours for offensive graffiti 	<ul style="list-style-type: none"> Graffiti is not present on hard surfaces.

8.2 Unsealed paths and cycle trails

Unsealed paths, tracks and cycle trails are classified into three standards corresponding generally with the three highest standards in SNZ HB8630:2004 and the NZCT Cycle Trail Design Guide. They have a surface comprised of compacted material. Premium paths are even, well compacted with a fine surface such as crushed lime, and may be found in high use, often urban areas. The standard service level may be coarser and suitable for moderate use areas. The basic standard may use natural materials and is unlikely to be suitable for narrow tyres, or people with mobility difficulties. For structures associated with paths and tracks, see 6.1 Furniture and Structures.

Customer Outcomes


- Unsealed paths and cycle trails are safe and comfortable to walk and cycle on, and suitable for their intended use and service standard.
- Unsealed paths and cycle trails are free of vegetation and obstructions.
- Drainage is maintained so that paths, tracks and trails are suitable for use and not affected by subsidence.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★★	Basic ★★★	
Inspection and reporting	<ul style="list-style-type: none"> • Sealed paths and cycle trails are inspected and defects noted for repair. • For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the issue so that repairs can be scheduled for action. 	<ul style="list-style-type: none"> • Twice annual inspection • Report within 1 month of inspection 	<ul style="list-style-type: none"> • Annual inspection • Report within 1 month of inspection 	<ul style="list-style-type: none"> • Annual inspection • Report within 1 month of inspection 	<ul style="list-style-type: none"> • Defects are reported within specified timeframes.

Surface maintenance	<ul style="list-style-type: none"> Natural and compacted surfaces are filled, levelled and compacted to repair wear and scouring, and reduce the impact of exposed rocks and roots. Suitable surface materials are used to maintain surface condition. 	<ul style="list-style-type: none"> Smooth, even surface. Compacted surfaces are checked for displacement monthly or following significant storm events, and brought back to a smooth, level, well compacted condition. 	<ul style="list-style-type: none"> Compacted surfaces are checked for displacement annually or following significant storm events, and brought back to an even, well compacted condition. 	<ul style="list-style-type: none"> Surface scouring and displacement is repaired as required to allow safe use in all weather conditions. 	<ul style="list-style-type: none"> The surface of paths, tracks and cycle trails is suitable for the intended use and service standard. Disability access is not compromised by surface conditions. Surface camber and crowning is maintained following maintenance operations.
Steps	<ul style="list-style-type: none"> In-ground steps are checked regularly and any displacement, damage or wear of materials is repaired. 	<ul style="list-style-type: none"> Check for damage or displacement monthly or following significant storm events and repair as required. 	<ul style="list-style-type: none"> Check for damage or displacement annually and repair as required. 	<ul style="list-style-type: none"> Repair as required. 	<ul style="list-style-type: none"> Handrails are stable and secure. In-ground steps are safe and functional with no hazards. Compacted material is level with the top of tread risers.
Drainage	<ul style="list-style-type: none"> Drainage systems are maintained to prevent surface scouring and pugging, inundation and track cracking and subsidence. 	<ul style="list-style-type: none"> Drainage systems are checked and cleared twice annually, and before predicted major rainfall events. 	<ul style="list-style-type: none"> Drainage systems are checked and cleared annually. 	<ul style="list-style-type: none"> Drainage systems are cleared as required. 	<ul style="list-style-type: none"> Drainage systems are functioning as intended. Surfaces are well drained and suitable for the intended use and service standard. Tracks are not affected by subsidence due to poor drainage and inundation.
Vegetation	<ul style="list-style-type: none"> Paths, tracks and trails are kept clear of encroaching and surface vegetation. All cut vegetation is removed and disposed of offsite, or out of site in bush areas. 	<ul style="list-style-type: none"> Vegetation does not encroach over or grow on the surface. 	<ul style="list-style-type: none"> Weeds are controlled so they are less than 50mm spread and height and 1% cover. 	<ul style="list-style-type: none"> Weeds are controlled so they are less than 100mm spread and height and 5% cover. 	<ul style="list-style-type: none"> The safety and performance of paths, tracks and trails is not adversely affected by vegetation growth. Vegetation clearance on cycle tracks is sufficient to allow at least 10m visibility. Overhanging vegetation is trimmed to at least 2.5m above the surface, and all debris removed.

Unscheduled operations	Best Practice Principles	★★★★★	Response times ★★★★★	★★★	Performance Assessment measures: Customer Outcomes are met when:
Repairs and maintenance	<ul style="list-style-type: none"> Major repairs to compacted surfaces from severe erosion or other damage. 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> Unsealed paths and cycle trails are in good safe condition

Supporting images	
 ★★★★	<p>In-ground steps are checked regularly to ensure that tread material has not become displaced, tread risers and other timbers have not deteriorated, and that steps are generally in a safe condition with no trip hazards, broken timbers or protruding nails.</p>

8.3 Pavers and cobblestones

Pavers and cobblestones comprise loose blocks of various sizes and shapes that are laid on a bed of basecourse and sand to create a continuous surface. The joints between the pavers provide some permeability for water and air. The joints also provide opportunities for weed and moss growth. The premium service is generally used in high use, high profile areas in premier parks, civic spaces, streetscapes and public gardens. The standard service level is appropriate for moderately used paved areas in less significant areas. The basic service level can be applied where paving gets less use but still requires a basic level of maintenance. Small format pavers, cobbles or sets are not suitable as a surface for wheelchairs or narrow tyres due to the rough surface.

Customer Outcomes

- Pavers and cobblestones are maintained in a safe, functional condition with no loose pavers or trip hazards.
- Weeds are not growing between pavers and cobblestones.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspection	<ul style="list-style-type: none"> • Pavers and cobblestones are checked for stability, moss and algae, loss of jointing sand, root damage and trip hazards. 	<ul style="list-style-type: none"> • Annually and following storm events. 	<ul style="list-style-type: none"> • Following major storm events. 	<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • The surface of paved areas is safe, stable and suitable for the intended use and service standard.
Surface maintenance	<ul style="list-style-type: none"> • Pavers and cobblestones are kept clear of surface obstructions and debris. • Loose, unstable and displaced pavers are lifted and relaid. • Drainage systems are maintained to prevent inundation and surface debris. • Jointing sand is replenished to maintain joint stability. 	<ul style="list-style-type: none"> • Surfaces are cleared of surface debris at least monthly. • Replenish jointing sand every three years. 	<ul style="list-style-type: none"> • Surfaces are cleared of surface debris as required e.g. following a storm event. • Replenish jointing sand as required. 	<ul style="list-style-type: none"> • Surface debris is cleared as required. 	<ul style="list-style-type: none"> • Safe use and disability access is not compromised by surface conditions.

Vegetation	<ul style="list-style-type: none"> • Weeds in the surface of pavers and cobblestones are controlled. • Grass is not permitted to encroach over the edge of pavers and cobblestones. • Overhanging vegetation is trimmed to at least 2.5m above the surface, and all debris removed. • Algae and moss is controlled. 	<ul style="list-style-type: none"> • No surface weed growth. • Grass doesn't encroach more than 25mm over edges. • Annual control of algae and moss. 	<ul style="list-style-type: none"> • No surface vegetation. • Grass doesn't encroach more than 50mm over edges. • Control of algae and moss as required for safety. 	<ul style="list-style-type: none"> • Weed growth in surface is controlled annually. • Grass doesn't encroach more than 100mm over edges. 	<ul style="list-style-type: none"> • The safety and appearance of pavers and cobblestones is not adversely affected by vegetation, algae and moss growth. • Access and use is unimpeded by overhead vegetation
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Unscheduled operations	Best Practice Principles	★★★★★	Response times ★★★★★ ★★★		Performance Assessment measures: Customer Outcomes are met when:
Repairs and maintenance	<ul style="list-style-type: none"> • Lifting and relaying of areas more than 1m2. 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • Pavers and cobblestones are in good safe condition.
Graffiti	<ul style="list-style-type: none"> • Graffiti is removed from pavers and cobblestones using an appropriate removal product or method. 	<ul style="list-style-type: none"> • 24 hours • 4 hours for offensive graffiti 	<ul style="list-style-type: none"> • 72 hours • 4 hours for offensive graffiti 	<ul style="list-style-type: none"> • 1 week • 4 hours for offensive graffiti 	<ul style="list-style-type: none"> • Graffiti is not present on pavers and cobblestones.

8.4 Access roads, parking areas and boat ramps

Access roads, parking areas and boat ramps need to be maintained in a suitable condition for vehicle traffic. However, as they are often not legal road, they are not eligible for government funding. The premium service is generally used for high use, high profile access roads and parking areas and those in premier parks. The standard service level is appropriate for moderately used access roads and parking areas. The basic service level can be applied where roads get less use but still require a basic level of maintenance. For structures associated with access roads, parking areas and boat ramps, see 6.1 Furniture and Structures.

Customer Outcomes

- Access roads, parking areas and boat ramps are safe and suitable for their intended use and service standard.
- Access roads, parking areas and boat ramps are free of debris and vegetation.
- Drainage is maintained so that access roads, parking areas and boat ramps remain useable and undamaged in most conditions.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Boat ramp maintenance	<ul style="list-style-type: none"> • Boat ramps are kept clear of sediment, debris, algae and weed. • Concrete ramps are water-blasted to remove algae. • Mesh is maintained (where present) on timber ramps. 	<ul style="list-style-type: none"> • Twice annually or as required following storm events. • Annual water-blasting or more frequently if required 	<ul style="list-style-type: none"> • Twice annually or as required following storm events. • Water-blasting as required 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • The use of boat ramps is not adversely affected by sediment, debris, algae and weed accumulation. • The surface of boat ramps is maintained in a safe, non-slip condition.

Drainage	<ul style="list-style-type: none"> Drainage systems are maintained to prevent inundation and surface debris. 	<ul style="list-style-type: none"> As required to maintain clear flow of stormwater. 	<ul style="list-style-type: none"> As required to maintain clear flow of stormwater. 	<ul style="list-style-type: none"> As required to maintain clear flow of stormwater. 	<ul style="list-style-type: none"> Drainage systems are functioning as intended.
Vegetation	<ul style="list-style-type: none"> Access roads and parking areas are kept clear of encroaching and surface vegetation. 	<ul style="list-style-type: none"> No surface or encroaching vegetation. 	<ul style="list-style-type: none"> No surface vegetation on sealed surfaces. Weed growth on metalled surfaces doesn't exceed 1% coverage by area. Vegetation encroaches no more than 300mm over surface. 	<ul style="list-style-type: none"> Weed growth on metalled surfaces doesn't exceed 10% coverage by area. Vegetation encroaches no more than 300mm over surface. 	<ul style="list-style-type: none"> The safety and performance of access roads, parking areas and boat ramps is not adversely affected by vegetation growth. Users have clear passage and an unimpeded view of the surface. Overhanging vegetation is trimmed to at least 4m above the surface, and all debris removed.

Unscheduled operations	Best Practice Principles	★★★★★	Response times ★★★★★	★★★	Performance Assessment measures: Customer Outcomes are met when:
Obstructions	<ul style="list-style-type: none"> Fallen trees and branches and other major obstructions are cleared from access roads, parking areas and boat ramps. 	<ul style="list-style-type: none"> 4 hours 	<ul style="list-style-type: none"> 48 hours 	<ul style="list-style-type: none"> 72 hours 	<ul style="list-style-type: none"> Vehicle access to parks is not unreasonably obstructed by fallen trees, branches and other major obstructions.
Surface repairs and maintenance	<ul style="list-style-type: none"> For repairs or maintenance that requires specialist contractors or equipment, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible. Hazards are isolated until they can be eliminated. 	<ul style="list-style-type: none"> 24 hours Immediate 	<ul style="list-style-type: none"> 1 week Immediate 	<ul style="list-style-type: none"> 1 week Immediate 	<ul style="list-style-type: none"> The surface of access roads, parking areas and boat ramps is maintained in a safe, useable condition. Hazards have been removed or isolated if repairs cannot be carried out immediately.

Graffiti	<ul style="list-style-type: none"> • Graffiti is removed from hard surfaces using an appropriate removal product or method. 	<ul style="list-style-type: none"> • 24 hours • 4 hours for offensive graffiti 	<ul style="list-style-type: none"> • 72 hours • 4 hours for offensive graffiti 	<ul style="list-style-type: none"> • 1 week • 4 hours for offensive graffiti 	<ul style="list-style-type: none"> • Graffiti is not present on sealed surfaces.
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8.7 Tennis and netball courts

This specification deals with maintenance of the surface of tennis and netball courts. Courts are generally constructed of AC (asphaltic concrete) or concrete, which may either be left bare or covered with artificial turf or a non-slip acrylic coating. The premium service level is generally used for high use, high profile tennis and netball courts. The standard service level is appropriate for moderately used courts. The basic service level can be applied where courts get less regular use but still require a basic level of maintenance. For structures associated with tennis and netball courts, see 6.1 Furniture and Structures.

Customer Outcomes

- Tennis and netball courts are safe and functional, and suitable for their intended use and service standard.
- Tennis and netball courts are free of debris and vegetation.
- Markings are clearly visible and accurate.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Surface maintenance	<ul style="list-style-type: none"> • Court surfaces are kept clear of gravel, broken glass, leaf litter and other debris that may affect the surface and its use. 	<ul style="list-style-type: none"> • Very even, smooth surface • Surfaces are swept clear of surface debris at least weekly during playing season 	<ul style="list-style-type: none"> • Surfaces are swept clear of surface debris as required e.g. following a storm event. 	<ul style="list-style-type: none"> • Surface debris is cleared as required. 	<ul style="list-style-type: none"> • The court surface is smooth, even, safe and suitable for the intended use and service standard.
Drainage	<ul style="list-style-type: none"> • Drainage systems are maintained to prevent inundation and surface debris. 	<ul style="list-style-type: none"> • Drainage systems are checked and cleared monthly. 	<ul style="list-style-type: none"> • Drainage systems are checked and 	<ul style="list-style-type: none"> • Drainage systems are checked and cleared annually. 	<ul style="list-style-type: none"> • Drainage systems are clear of debris and blockages and are operating effectively.

			cleared twice annually.		
Vegetation	<ul style="list-style-type: none"> Courts are kept clear of algae, moss and encroaching or overhanging vegetation. Overhanging vegetation is trimmed to at least 4m above the surface, and all debris removed from site. 	<ul style="list-style-type: none"> Grass doesn't encroach more than 25mm over edge of hard surfaces. 	<ul style="list-style-type: none"> Grass doesn't encroach more than 50mm over edges of hard surfaces. 	<ul style="list-style-type: none"> Grass doesn't encroach more than 100mm over edges of hard surfaces. 	<ul style="list-style-type: none"> No vegetation, algae or moss is growing on the surface of the courts. Access and use is unimpeded by overhead vegetation.
Line markings	<ul style="list-style-type: none"> Surface markings are repainted as required to keep them fresh and readable. Approved non-slip paint is used for line markings. Where multiple sports are played on a surface, lines are clearly marked in contrasting colours. 	<ul style="list-style-type: none"> Underlying surface should not be visible through paintwork. All lines can be clearly seen from either end of the court. 	<ul style="list-style-type: none"> Some underlying surface may be visible but line markings are still clear. 	<ul style="list-style-type: none"> Some underlying surface may be visible but line markings are still clear. 	<ul style="list-style-type: none"> Line markings are clear, well presented and easy to read. Line markings are correct and comply with requirements for each sporting code.
Synthetic turf	<ul style="list-style-type: none"> Synthetic turf is cleaned and groomed 	<ul style="list-style-type: none"> Annual grooming of synthetic turf. 	<ul style="list-style-type: none"> 2 yearly grooming of synthetic turf 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Synthetic turf is clean and well groomed.

Unscheduled operations	Best Practice Principles	★★★★★	Response times ★★★★★	★★★	Performance Assessment measures: Customer Outcomes are met when:
Graffiti	<ul style="list-style-type: none"> Graffiti is removed from court surfaces using an appropriate removal product or method. 	<ul style="list-style-type: none"> 24 hours 4 hours for offensive graffiti 	<ul style="list-style-type: none"> 72 hours 4 hours for offensive graffiti 	<ul style="list-style-type: none"> 1 week 4 hours for offensive graffiti 	<ul style="list-style-type: none"> Graffiti is not present on court surfaces.

10.1 Access control

Access control covers the regular opening and closing of locked parks gates and buildings to permit public vehicle and pedestrian access. Vehicle gates are often locked overnight to prevent uncontrolled vehicle access to parks at night. Toilet blocks may also be locked overnight so they are only available for use during daylight hours. This opening up and locking of areas needs to be managed so that facilities are protected and public access is not unreasonable restricted. There is only one standard for access control.

Customer Outcomes

- Reasonable vehicle and pedestrian access is provided to parks and facilities.
- Parks and facilities are protected from damage.



Scheduled operations	Best Practice Principles	Service Level Indicators ★★★★	Performance Assessment measures Customer Outcomes are met when:
Locking and opening up	<ul style="list-style-type: none"> • Identified locked parks gates providing vehicle access to parks roads and parking areas are locked each evening and unlocked each morning. • Identified locked toilet facilities are locked each evening and unlocked each morning. • Parks and facilities are checked prior to locking to prevent accidental locking in of people and vehicles. • Signage that advises closing hours and service provider's emergency contact details is provided and maintained in a legible condition. 	<ul style="list-style-type: none"> • Nominated gates and barriers are open during daylight hours 	<ul style="list-style-type: none"> • Users of parks and facilities can obtain reasonable vehicle and pedestrian access during daylight hours. • Parks and facilities are not damaged due to unauthorised access outside of daylight hours.
Call-outs	<ul style="list-style-type: none"> • The Service Provider responds to call-outs to release people and vehicles that have been locked in. 	<ul style="list-style-type: none"> • Within 1 hour for vehicles • Immediately for toilet lock-ins 	<ul style="list-style-type: none"> • Customers that are inadvertently locked in are released in a reasonable timeframe. • Call-outs are reported to the Asset manager.

11.1 Undesirable plant management

Undesirable plant management involves the identification and control of undesirable plants in parks and open spaces. Many undesirable plants are garden escapes that colonise parks and open spaces due to green waste dumping and spread of seeds by birds. Undesirable plants include pest plants and aquatic pest plants. These are defined by regional pest management strategies (RPMS), which also determine the required response. Landowners are bound by the provisions of the relevant RPMS which define the minimum response.

Undesirable plants may have a significant impact on visual amenity, plant health, and use and enjoyment of parks and open spaces. Weeds in turf and gardens are covered under 1.0 Garden Maintenance and 3.0 Grass maintenance.

Customer Outcomes

- Undesirable plants are controlled so that their impact on the use and enjoyment of parks and open spaces is minimised.
- Pest plants are managed in accordance with the relevant regional pest management strategy.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Assessment and Programming	<ul style="list-style-type: none"> • Infestations are identified, monitored and prioritised. • A programme is developed to control infestations. • Undesirable plants do not impact significantly on the use and enjoyment of parks and open spaces. • Pest plants do not significantly adversely affect neighbouring properties. • Landowner obligations under the RPMS are met in an efficient and effective way. 	<ul style="list-style-type: none"> • Inspection during relevant season for identification • Develop programme and review/update 	<ul style="list-style-type: none"> • Inspection during relevant season for identification • Develop programme and review/update 	<ul style="list-style-type: none"> • Inspection during relevant season for identification • Develop programme and review/update 	<ul style="list-style-type: none"> • All infestations are identified and a programme is supplied.

Control	<ul style="list-style-type: none"> Undesirable plants are controlled safely and effectively as per the programme agreed with the Asset Manager 	<ul style="list-style-type: none"> As required to eliminate all undesirable plants 	<ul style="list-style-type: none"> As required to meet RPMS requirements 	<ul style="list-style-type: none"> As required to meet RPMS requirements 	<ul style="list-style-type: none"> Undesirable plants identified in the programme are effectively controlled.
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11.2 Animal pest management

Animal pest management involves the identification and control of animal pests such as rats, possums, rabbits, wasps and feral cats in parks and open spaces. Animal pests are defined by regional pest management strategies (RPMS), which also determine the required response. Landowners are bound by the provisions of the relevant RPMS which define the minimum response.

Animal pests may have adverse effects on public and plant health, and the use and enjoyment of parks and open spaces. The premium and standard level of control is higher than required by most RPMS as animal pests in these parks may have significant adverse effects on the park and its users.

Customer Outcomes

- Animal pests are kept under control so that their impact on the use and enjoyment of parks and open spaces is minimised.
- Animal pests are managed in accordance with the relevant regional pest management strategy.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Assessment and programming	<ul style="list-style-type: none"> • Infestations are identified, monitored and prioritised. • A programme is developed to control infestations. • Animal pests do not impact significantly on plant or public health. • Animal pests do not impact significantly on the use and enjoyment of parks and open spaces. • Animal pests do not significantly adversely affect neighbouring properties. • Landowner obligations under the RPMS are met in an efficient and effective way. 	Annual inspection and programme review/update	<ul style="list-style-type: none"> • Annual inspection and programme review/update 	<ul style="list-style-type: none"> • Annual inspection and programme review/update 	<ul style="list-style-type: none"> • All animal pests are identified and a programme supplied

Screenshot

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Pest control	<ul style="list-style-type: none"> Pests are controlled safely and effectively as per the programme agreed with the Asset Manager 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> Pests identified in the programme are effectively controlled

12.1 Site preparation and planting

Revegetation plantings are often carried out on a large scale over an extended timeframe, and may involve community or volunteer input. The purpose of revegetation may include ecological restoration, reduction of operational maintenance requirements, bird habitat enhancement, enhancement of amenity values, creation of buffers between incompatible activities, erosion control and plant pest management. Revegetation is generally intended to recreate lost ecosystems, or extend or enhance existing ecosystems. Plant material should be indigenous, naturally occurring in and hardy to the area, and preferably eco-sourced. The premium service level is appropriate where a rapid, high quality result is required.

Customer Outcomes

- Undesirable plants are adequately controlled prior to planting.
- Plant selection, size and density of planting is appropriate for the location and desired outcome.
- Plants are given a good opportunity to establish and grow optimally.



		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	
Planning	<ul style="list-style-type: none"> • A revegetation plan is prepared for the site that specifies the extent of the project area, plant species to be used, locations, density, size of plant material, and what fertiliser and mulch is to be used. • Plants are ordered 12 months ahead of planting to ensure availability. 	<ul style="list-style-type: none"> • Overall density is 1m to 1.2m centres (7,000 to 10,000 plants per ha) • The entire planting area is mulched with a suitable product. 	<ul style="list-style-type: none"> • Overall density is 1.2m to 1.4m centres (5,100 to 7,000 plants per ha) • Individual plants are mulched to at least 300mm from the plant stem. 	<ul style="list-style-type: none"> • Overall density is 1.4m to 1.6m centres (3,900 to 5,100 plants per ha) • Some or no plants are mulched. 	<ul style="list-style-type: none"> • A revegetation plan is prepared by either: <ul style="list-style-type: none"> <input type="checkbox"/> The service provider; or <input type="checkbox"/> The Principal/Asset Manager • Specified plant species are suitable for the location and climate. • An appropriate density has been specified. • An appropriate mulch has been specified. • An appropriate fertiliser has been specified.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Site clearance	<ul style="list-style-type: none"> Undesirable plants are cleared from the planting area at least 6 months prior to planting. Regrowth is controlled prior to planting. 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> The planting area is free of undesirable plants that are likely to compete with new plantings.
Planting	<ul style="list-style-type: none"> Planting is carried out in accordance with the approved plan at a suitable time of year. Planting is carried out in accordance with good horticultural practice. Fertiliser use is appropriate for the plants and soil conditions. Mulch is a suitable material, either organic or non-organic, permeable and non-toxic. Suitable protection from animal damage is provided at the time of planting. 	<ul style="list-style-type: none"> As specified 	<ul style="list-style-type: none"> As specified 	<ul style="list-style-type: none"> As specified 	<ul style="list-style-type: none"> The finished planting is consistent with the approved planting plan or approved variation. Planting is carried out between late autumn and early spring. New plants are well developed, healthy and undamaged. New plants are firmly bedded at the correct depth. New plants are clearly visible. New plants are protected with the use of stakes, sleeves, mesh, guards and/or animal repellent.

12.2 Revegetation aftercare

Revegetation plantings are often carried out on a large scale over an extended timeframe, and may involve community or volunteer input in both the initial planting and aftercare. The main threats to revegetation plantings are competition from aggressive weeds, lack of water, exposure to climatic extremes, and animal pest damage. The maintenance of revegetation plantings needs to minimize threats and maximize the growth potential of plants so that they form a closed canopy as soon as possible. Canopy closure should occur at year 3 in good conditions, but may take 5 years or longer in difficult conditions. The premium service level is appropriate where a high quality result is required in urban parks, and where threat levels are significant.

Customer Outcomes

- Plant and animal pests are adequately controlled.
- Plants achieve canopy closure within 3 to 5 years.
- Revegetation plantings develop and mature in a manner consistent with the original concept and plan.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Condition and general care	<ul style="list-style-type: none"> Plant health and development is monitored to identify issues that may limit plant growth. 	<ul style="list-style-type: none"> Seasonal inspection until canopy closure 	<ul style="list-style-type: none"> Annual inspection until canopy closure 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> Plants are well grown and in good condition. Canopy closure is achieved within 3 to 5 years.
Weed control	<ul style="list-style-type: none"> Weeds and plant pests are controlled using appropriate chemical or alternative methods. 	<ul style="list-style-type: none"> No weeds or grass growing within 500mm of plants. Less than 10% weed coverage of areas between plants. 	<ul style="list-style-type: none"> No weeds or grass growing within 300mm of plants. Less than 25% weed coverage of areas between plants. 	<ul style="list-style-type: none"> Weeds or grass growing within 500mm of plants are less than 100mm in height. 	<ul style="list-style-type: none"> No plant pests are growing in the revegetation area. Weeds and grass growing between plants are no more than 500mm high (including flower stalks), or no higher than the plants. Weed height and coverage is no more than specified.

Staking and plant protection	<ul style="list-style-type: none"> Protection systems are maintained and replaced while still required. Protection systems are removed when no longer needed. 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> Plants are not damaged by maintenance operations. Plants are free of significant damage from stock and animal pests.
Mulch replenishment	<ul style="list-style-type: none"> Mulch is replenished to maintain its weed suppression and water conservation performance. 	<ul style="list-style-type: none"> Mulch provides complete soil coverage until canopy closure. 	<ul style="list-style-type: none"> Mulch provides effective coverage of the plant root-zone until canopy closure. 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> Mulch coverage is maintained as initially provided until canopy closure is achieved.
Replacements and further planting	<ul style="list-style-type: none"> Plants that don't survive are replaced with suitably sized replacements of the same species. Further planting of an area to introduce additional species following establishment of initial plantings is carried out in accordance with approved plans. 	<ul style="list-style-type: none"> Plant numbers maintained at 100% 	<ul style="list-style-type: none"> Overall losses no more than 5% of original plant numbers 	<ul style="list-style-type: none"> Overall losses no more than 10% of original plant numbers 	<ul style="list-style-type: none"> The planting is free of noticeable gaps in plant cover. Plant numbers are maintained. Plantings develop and mature in accordance with the approved plan.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures
		★★★★★	★★★★★	★★★	Customer Outcomes are met when:
Theft, damage and loss	<ul style="list-style-type: none"> Stolen, badly damaged and dead plants are replaced with suitably sized replacements of the same species. 	<ul style="list-style-type: none"> Within the first available planting season 	<ul style="list-style-type: none"> Within the first available planting season 	<ul style="list-style-type: none"> Within the first available planting season 	<ul style="list-style-type: none"> Damage and loss of plants does not affect the integrity or overall appearance of revegetated areas.